boilerplate form letter you can customize to address Amazon about an undelivered order, with **CCs to executive escalation teams** for faster resolution:

Subject: Urgent: Order #OrderNumberOrder NumberOrderNumber Paid But Not Delivered – Request for Resolution

To: Amazon Customer Service (primary@amazon.com)
CC: cs-executive-response@amazon.com, jeff@amazon.com

Dear Amazon Customer Service Team,

I am writing to formally escalate an unresolved issue regarding **Order #OrderNumberOrder NumberOrderNumber**, placed on OrderDateOrder DateOrderDate and paid in full (transaction #Last4DigitsofPaymentMethodLast 4 Digits of Payment MethodLast4DigitsofPaymentMethod). Despite the promised delivery date of ExpectedDeliveryDateExpected Delivery DateExpectedDeliveryDate, the order has not been received, and tracking (if available) shows no updates.

Steps Taken So Far:

- Contacted Amazon Support via chat/phone/emailchat/phone/emailchat/phone/email on DateDateDate (Case ID: ifapplicableif applicableifapplicable).
- Verified payment was processed (attached receipt/invoice for reference).
- No resolution or clear explanation provided.

Requested Actions:

1. Immediate investigation into the order's status.
2. A full refund or replacement shipment expedited at no cost.
3. Confirmation of resolution via email within **48 hours**.

This delay has caused significant inconvenience, and I expect prompt attention to this matter. Failure to resolve may necessitate further escalation to consumer protection agencies.

Attachments:

- Order confirmation (screenshot/PDF).
- Payment receipt.
- Prior correspondence (if applicable).

Sincerely,
YourFullNameYour Full NameYourFullName ShippingAddressShipping AddressShippingAddress
PhoneNumberPhone NumberPhoneNumber EmailAddressEmail AddressEmailAddress

Key Tips:

1. **Customize fields in brackets** (e.g., order #, dates).
2. **Attach proof** (screenshots of order/payment).
3. **BCC yourself** for a record.
4. **Follow up** if no reply in 48 hours.

This format ensures clarity and prioritization by Amazon's executive teams. Let me know if you'd like adjustments!